

SPECIFICATION

TITLE OF THE INVENTION

SUPPORT INTERFACE MODULE BUG SUBMITTER

CROSS-REFERENCES

[0001] This is a continuation-in-part of U.S. Patent Application Serial No. ~~09/~~ ^{10/007,633} filed November 9, 2001, in the name of inventor Maarten W. 't Hooft, entitled "Support Interface Module", commonly assigned herewith. *5/27/05*

FIELD OF THE INVENTION

[0002] The present invention relates generally to the field of computer science. More specifically, the present invention relates to a support interface module bug submitter over which channels of information can flow between an application interface and an external support service.

BACKGROUND OF THE INVENTION

[0003] Despite the advancement of technology, users continue to experience problems with computer systems. Support may then be needed. Support may include a number of services including an explanation of features or the trouble shooting of problems. Traditional support takes many forms. For instance, support may take the form of a user manual. Many users find these little help at all if they can even locate the manual when they need one. To combat this, support may take the form of an embedded help function. This may be query or menu driven.